

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

RTO: Casey College of Beauty Therapy Pty Ltd
Audit Date: 2nd December 2013

RTO DETAILS			
RTO Name	Casey College of Beauty Therapy Pty Ltd	RTO Number	22236
Address	6/1441 South Gippsland Highway, Cranbourne Vic 3977		
		Website	
Registration Contact	Katherine Wilson		
Phone Number	03 5995 5034	Email	rtomanager@caseycollege.com
Student Numbers	2001		
AUDIT TEAM			
Lead Auditor	Anna-Louise Allen	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Conditions audited	1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 & 5 are not required to be audited, see page 3 below)</i>		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5.	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
Audit Date/s	2 nd & 3 rd December 2013		
Other audit notes	<p>The RTO has been trading for 5 years. During this time they have experience significant growth, in numbers and have expanded to locations in Pakenham and Trafalgar. In 2013 the Trafalgar venue will be moved to Morwell to provide more space. Students are mainly drawn from the local area and Casey College of Beauty Therapy is fulfilling a niche demand for the South Gippsland area.</p>		
ACCOMPANYING REPORTS			
VRQA Guidelines Audit Report			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
SIB30110 -	Certificate III in Beauty Services	Vic
SIB40110	Certificate IV in Beauty Therapy	Vic
SIB50110 -	Diploma of Beauty Therapy	Vic

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Kim Lucas	Director/CEO
Katherine Wilson	RTO Manager
Lisa Capp	Administrator/trainer
Georgie Wilson	Trainer

PERMANENT DELIVERY SITES:
<p>Do the RTO's permanent delivery sites match the information provided by the VRQA?</p> <p><input checked="" type="checkbox"/> Yes, no further information required.</p> <p><input type="checkbox"/> No, please provided amended details below and seek evidence of relevant Class 9B certificates for the additional site/s:</p>

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AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	Governance 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making	✓		
2	Interactions with the Registering Body			✓
3	Compliance with Legislation	✓		
4	Insurance	✓		
5	Financial Management			✓
6	Certification & Issuing of Qualifications & Statements of Attainment		✓	
7	Recognition of Qualifications Issued by other RTOs	✓		
8	Accuracy and Integrity of Marketing		✓	
9	Transition to Training Packages/Expiry of Accredited Courses	✓		

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Summary of non-compliances – Conditions of Registration
<p>The RTO is compliant with Conditions 1, 3, 4, 7 & 9</p> <p>The RTO is not compliant with Conditions 6 and 8</p> <p>Conditions 2 & 5 were not audited</p> <p>Condition 6</p> <p>The AQF logo <u>or</u> words are to be used on the Certificate only, and not on the statement of attainment.</p> <p>The statement currently on the Statement of Attainment is incorrect, it should read <i>“A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units”</i>.</p> <p>The Certificate contains the employability skills statement, which is no longer a requirement.</p> <p>Do not put a result on the statement of attainment. Only units that have been achieved are listed, therefore a result is not required.</p> <p>VRQA Comment</p> <p>Post audit the RTO provided updated Certificate and Statement of Attainment templates. RTO is now compliant with this condition.</p> <p>Condition 8</p> <p>One of the advertisements in the local paper in May 2012 uses NRT logo but does not use the qualification codes and titles or the unit codes and titles. The profile page of the website refers to the VQA.</p> <p>VRQA Comment</p> <p>Post audit RTO advised that they haven't used the NRT logo since May 2012. They have also removed the reference to VQA on the profile page on their website. RTO is now compliant with this condition.</p>
Recommendations
<p>Recommendation: Condition 6</p> <p>The RTO should revised their templates and printed paper for the production of Certificates and Statements of Attainment to ensure compliance with the requirements of the AQF Handbook and this condition</p> <p>Recommendation: Condition 8</p> <p>It is recommended that the RTO ensures that the NRT logo is only used in line with the guidelines for its use and that all information presented is accurate.</p>
Strengths
Opportunities for Improvement

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AUDIT REPORT

Standard 1:	The RTO provides quality training and assessment across all of its operations	
Audit conclusion		Result
The RTO is compliant with Standard 1.		Compliant ✓
The RTO has systems in place to manage the provision of quality training and assessment across all operation.		Non-compliant
		Not audited
Strengths		
Opportunities for Improvement		



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Audit conclusion	Result
<p>Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients</p> <p>The RTO is compliant with Standard 2</p> <p>The RTO adheres to principles of access and equity and maximises the outcomes for its clients.</p>	<div style="border: 1px solid black; padding: 2px;">✓</div> <div style="border: 1px solid black; padding: 2px;">Compliant</div> <div style="border: 1px solid black; padding: 2px;">Non-compliant</div> <div style="border: 1px solid black; padding: 2px;">Not audited</div>
Strengths	
Opportunities for Improvement	

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Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	Result
<p>Audit conclusion</p> <p>The RTO is compliant with Standard 3.1 & 3.2</p> <p>The RTO is not compliant with Standard 3.4</p> <p>Standard 3.3 was not audited.</p> <p>Standard 3.4</p> <p>While the RTO has systems in place to manage records, there were some minor inaccuracies in the statement of attainment and certificate templates.</p> <p>The AQF logo or words are to be used on the Certificate only, and not on the statement of attainment.</p> <p>The statement currently on the Statement of Attainment is incorrect, it should read "A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units".</p> <p>The Certificate contains the employability skills statement, which is no longer a requirement.</p> <p>Do not put a result on the statement of attainment. Only units that have been achieved are listed, therefore a result is not required.</p> <p>Recommendation:</p> <p>The RTO should revised their templates and printed paper for the production of Certificates and Statements of Attainment to ensure compliance with the requirements of the AQF Handbook and this condition</p> <p>VRQA Comment</p> <p>Post audit the RTO provided updated Certificate and Statement of Attainment templates. RTO is now compliant with this element.</p>	<p>✓</p> <p>Compliant</p> <p>Non-compliant ✓</p> <p>Not audited</p>
Strengths	
Opportunities for Improvement	

